

September 2015 - Responses to Lobby Service Survey

Location	Greeted Upon Arrival	Receive Service Req'd	Cleanliness - Shelter				Visit Again	Comment Category	Comments	Date
			Poor	Fair	Good	Excellent				
E	N	Y			Y		Y	Positive	Once attended to, the staff wa very helpful and courteous. Computers were slow but other than that, service was great.	9/2/2015
E	N	Y	Y				Y	Neutral		9/2/2015
E	Y	Y				Y	N	Positive	Welcomed with friendly concern. Informative, professional assistance. Asked about feral cats - given info. Took the time to make calls for spay verification. Didn't make me come back or give me sass for not having necessary paperwork.	9/2/2015
E	Y	Y				Y	Y	Positive	We adopted sisters!! Everyone was helpful, friendly & professional. We only adopt rescues. Love them!! Cleaning was in progress	9/2/2015
E	N	Y			Y		Y	Positive	great-helpful staff	9/2/2015
E	N	Y			Y		Y	Neutral		9/2/2015
E	N	Y			Y		Y	Positive	We came on a super busy day & everyone was so nice. We were happy to find one new baby	9/2/2015
E	N	Y			Y		Y	Positive	Workers were quite busy but the one who helped was great 10-10 would adopt again :)	9/2/2015
E	N	N			Y		Y	Neutral	Pat was so helpful - kind hearted; Another had cold attitude; Jimmy very helpful!! Warm hearted. I adopted my dog from here in 2008. No record of spay in system. Had to pay extra \$350!	9/2/2015
E		Y			Y		Y	Positive	She as very helpful and she recognized a problem in the system & fixed it for me to make sure everything was correct - current for my pets. Thank you.	9/2/2015
E	N	N		Y			Y	Neutral	Spay neuter applications should be out	9/2/2015
E	Y	Y		Y			Y	Positive	Friendliness from employees is exceptional (drawing of a dog on back of card)	9/2/2015
E	Y	Y			Y		Y	Neutral		9/2/2015
E	Y	Y			Y		Y	Positive	Great animals	9/2/2015
E	Y	Y			Y		Y	Neutral		9/2/2015
E	Y	Y			Y		Y	Positive	The staff were helpful, kind and compassionate	9/2/2015
E	Y	Y			Y		Y	Positive	very friendly staff & volunteers. Maggie, Bert were great!	9/2/2015
E	Y	Y			y		y	Positive	everyone was friendly and ehlpful, unlike the west location.	9/2/2015
E	Y	Y			Y		Y	Positive	it was an awesome adoption experience!.	9/2/2015
E	Y	Y			Y		Y	Positive	The people here are very knowledgeable and helpful. They all with the big heart!	9/2/2015

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E	Y	Y			Y		Y	Positive	Our vol. was amazing!	9/2/2015
E	Y	Y				Y	Y	Positive	Awesome staff	9/2/2015
E	Y	Y				Y	Y	Positive	The guy who helped was amazing!	9/2/2015
E	Y	Y				Y	Y	Positive	The staff was very friendly & helpful	9/2/2015
E	Y	Y				Y	Y	Positive	I think you guys are doing a great job! :)	9/2/2015
W	N	Y			Y		Y	Neutral		9/2/2015
W	Y	Y	Y				N	Neutral		9/2/2015
W	N	Y			Y		Y	Positive	Nice! (also said was "kind of" greeted upon arrival)	9/2/2015
W	N	Y			Y		Y	Positive	The people are very nice.	9/2/2015
W	Y	Y		Y			Y	Neutral	It seems only the "cuter" dogs go to HALO - that is WRONG!! All lives are equal	9/2/2015
W	Y	Y		Y			Y	Neutral		9/2/2015
W	Y	Y		Y			Y	Positive	Beth was great. She is so kind and helped us with everything we needed.	9/2/2015
W	Y	Y		Y			Y	Positive	Beth is amazing. She helped us and stayed w/us patiently!	9/2/2015
W	Y	Y			Y		Y	Neutral		9/2/2015
W	Y	Y			Y		Y	Positive	I love this place. I come often. If I had time I would volunteer	9/2/2015
W	Y	Y			Y		Y	Neutral		9/2/2015
W	Y	Y			Y		Y	Positive	Good!	9/2/2015
W	Y	Y			Y		Y	Neutral	Kennels facing evening sun need to be shaded. It is not fair to animals.	9/2/2015
W	Y	Y			Y		Y	Positive	Everyone was so helpful. Had a wonderful experience picking up our new member of the family	9/2/2015
W	Y	Y			Y		Y	Neutral	Excellent selection Not enough employees Hard to get dogs out to visit with.	9/2/2015
W	Y	Y				Y	Y	Positive	Beth was awesome! She stayed after hours to introduce me to my new baby! Thank you! Caryn (said to question about receiving service, And THEN some!☺)	9/2/2015
W	Y	Y				Y	Y	Positive	Every time I come here it is a wonderful experience	9/2/2015
W	Y	Y				Y	Y	Neutral	Parkin - lot only one way in.	9/2/2015
W	Y	Y				Y	Y	Positive	Lacy is awesome as always	9/2/2015
W	Y	Y				Y	Y	Positive	Thank you I will try to network and get more people to save these animals - Everyone was wonderful	9/2/2015
W	Y	Y				Y	Y	Neutral		9/2/2015
W	N	Y				Y	Y	Neutral		9/2/2015
W	Y	Y				Y	Y	Positive	Nice place	9/2/2015
W	Y	Y				Y	Y	Positive	Friendly Staff	9/2/2015
W	Y	Y				Y	Y	Positive	Great care for my dog. Thank you.	9/2/2015
W	Y	Y				Y	Y	Positive	Excellent help and service. Make the adoption of familiy enjoyable.	9/2/2015
W	Y	Y				Y	Y	Positive	Everyone was so nice!!! Thank you for my new friends!!!	9/2/2015
W	Y	Y				Y	Y	Positive	Very nice people	9/2/2015
W	Y	Y				Y	Y	Positive	Very sweet & knowledgeable Celina stayed after her shift to help me pick out my new best friend!	9/2/2015

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E	N	Y			Y		Y	Positive	Very helpful and took the time to go over all history	9/8/2015
E	N	N	Y					Negative	Dirty! Separate little dogs & Big dogs Separate Adoptable & on hold dogs	9/8/2015
E	N	Y			Y		Y	Positive	Maggie ws very helpful & nice	9/8/2015
E	N	Y	Y				Maybe	Neutral	Try to take care of the poop and piss better. ☺	9/8/2015
E	N	Y	Y				Y	Negative	Saw a bleeding cat	9/8/2015
E	N	Y		Y			Y	Neutral		9/8/2015
E	N	Y			Y		Y	Positive	My boyfriend and I came for a dog, ended up adopting a cat & a dog! Wonderful service from Chelsie	9/8/2015
E	Y	Y			Y		Y	Positive	Everyone who we talked to was very nice & helpful. Thank you.	9/8/2015
E	Y	Y			Y		Y	Positive	Maggie is the best Maggie stayed late on a holiday weekend to help adopt a cat	9/8/2015
E	Y	Y			Y		Y	Positive	The volunteer that helped us was very nice and we found the dog we wanted!	9/8/2015
E	Y	Y			Y		Y	Positive	You are Great!! Thank you!	9/8/2015
E	Y	Y				Y	Y	Positive	Cookie & Cracker were here cuz of my ex. I live in LHC & came to get them. Your employee was VERY supportive & helpful. Thank you!	9/8/2015
E	Y	Y				Y	Y	Positive	Friendly and helpful. Thanks!	9/8/2015
E	Y	Y				Y	Y	Positive	Great place to adopt a pet. I love your facility! Thank you! Dogs are AWESOME!	9/8/2015
E	Y	Y				Y	Y	Positive	Maggie took the time to help me save \$ and get the help that I needed. She was friendly ? Thoughtful. Thanks Maggie!	9/8/2015
W	Y	Y				Y	Y	Negative	Derreck is very fast talking, does not enunciate words, is lacking compassion in his tone.	9/8/2015
W	Y	N		Y			N	Negative	The dogs need more attention and it's sad here	9/8/2015
W	N	N		Y			N	Negative	Employees were rude.	9/8/2015
W	N	Y		Y			Y	Positive	Sam was wonderful and very hard working.	9/8/2015
W	N	Y			Y		Y	Neutral	A stray named Tinkerbelle	9/8/2015
W	Y	N		Y			N	Negative	The workers up front are very rude. If they do not like their jobs they shall not be here	9/8/2015
W	Y	Y				Y	Y	Positive	line were a bit LONG. Deb was super nice ☺	9/8/2015
W	Y	Y				Y	Y	Positive	Everyone was very helpful and friendly. They do great work here!	9/8/2015
W	Y	Y				Y	Y	Positive	Wonderful employee so nice & helpful.	9/8/2015
W	Y	y				Y	Y	Positive	Vanessa was very helpful and kind. She is great!!	9/8/2015
W	Y	Y				Y	Y	Positive	Beth - she was extremely helpful and kind. We sincerely appreciate her! Really positive experience, we were guided through the whole process.	9/8/2015
W	Y	Y				Y	Y	Positive	I was so happy to see how many dogs/cats got new homes today! See you in 3 days!	9/8/2015

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W	Y	Y				Y	Y	Negative	Think is wrong HALO get all the Boxer. We want one and a loving home. Why do we have to pay 150- for the breed	9/8/2015
W	Y	Y			Y		Y	Positive	We adopted a new family member and Sam was soooo helpful!	9/8/2015
W	Y	Y			Y		Y	Neutral		9/8/2015
E	Y	Y		Y			Y	Positive	Staff were all helpful & Nice	9/14/2015
E	Y	Y				Y	Y	Positive	Bert came up front to get me and was very cordial. Thank you.	9/14/2015
E	Y	Y				Y	Y	Positive	We had an awesome volunteer who helped us and gave us undivided attntion!!	9/14/2015
E	N	Y		y			y	Negative	Tell reception stop telling customers follow the paw prints. Wanted to ?? ?? A spot that was wrong due to staff instruction	9/14/2015
E	Y	Y						Neutral	Great work	9/14/2015
E	Y	Y		Y			Y	Negative	animals should be taken out of kennel before it is sprayed out. Seen scarred dotgs getting sprayed off. Some had not finished eating before there cage sprayed out and there food was sprayed away!	9/14/2015
E	Y	Y			Y	Y	Y	Positive	friendly people Maggie was exceptional	9/14/2015
E	Y	Y			Y		Y	Neutral		9/14/2015
E	Y	Y				Y	Y	Neutral	Duanne was great Your website not user friendly	9/14/2015
E	Y	Y			Y		Y	Positive	Thank you Yessenia	9/14/2015
E	Y	Y		Y			Y	Neutral	2395544 3660746 I've had a stray dog 6 days or longer I gotta be responsible?? Dang I had no idea I would've borrowed my moms car to drop off... didn't know you did pick-up nice to know.	9/14/2015
E	Y	Y				Y	Y	Positive	Excellent!!!	9/14/2015
E	Y	Y				Y	N	Positive	Maggie was fun really great. No need to pull number!	9/14/2015
E	Y	Y			Y		Y	Positive	I love Evie She was so helpful & really sweet. She truly is an angel. (only deal w/Evie)	9/14/2015
EAC	Y	Y				Y	Y	Positive	I have adopted 2 dogs from here. Love coming here. Great place	9/14/2015
EAC	Y	Y				Y	Y	Positive	Great staff & Volunteers (Mollie & Debbie) Provided lots of understanding & information. Found good dog need time to come back	9/14/2015
EAC	Y	Y				Y	Y	Neutral		9/14/2015
EAC	Y	Y			Y		Y	Positive	Place was very busy & very clean everyone was very nice	9/14/2015
EAC	Y	Y				Y	Y	Positive	Great staff & volunteers clean facility adopted dog	9/14/2015
W	Y	Y					N	Negative	Told adoption fee was \$20 & when we got here it was \$185	9/22/2015
W	N	Y			Y		Y	Positive	Pam Leeds is amazing!	9/22/2015
W	N	N	Y				N	Negative	workers are very rude!	9/22/2015
W	N	Y			Y		Y	Neutral		9/22/2015
W	N	Y			Y		N	Negative	Don't charge a arm and leg to not have your dog altered	9/22/2015

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									received service: Yes, however it became traumatic to point next time I * The situation became traumatic to me when I started to hear the cat I was turning in start to meow. Like my late cat so I was crying crocodile tears and steering into space & when I cat called I looked to see which window called me & everyone was looking down. I waited until someone looked up. The staff person challenged my suggestion by rudely claiming "Yes"! You were looking right at me! Disable door opener did not work. Employees do not greet much less make eye contact. She was rude, abrupt & inconsiderate! She lacks compassion & is a bully! First she helped me, but after she challenged my suggestion , I asked and was helped by supervisor. This staff person seemed to care less. May choose to siply give the cat a better chance by relocating to a "friends" home.	
W	N	Y	Y				N	Negative		9/22/2015
W	Y	N	Y				Y	Neutral	bn ben ten	9/22/2015
W	Y	Y				Y	Y	Positive	Very helpful Great experience	9/22/2015
									Pam was very wonderful & great as soon as we ask a question she walk us threw everything. We ended up adopting Pork Chop she was very helpful. We are so excited we were able to bring dog home with us. Thank you so much much appreciation to Pam.	
W	Y	Y				Y	Y	Positive		9/22/2015
W	Y	Y				Y	Y	Positive	We bought 2 dogs :)	9/22/2015
W	Y	Y				Y	Y	Neutral	Just a water fountain or water vending machines	9/22/2015
W	Y	Y				Y	Y	Positive	We just adore Panda, he fits right into our family!	9/22/2015
W	Y	Y				Y	Y	Positive	Great & Happy Service!	9/22/2015
W	Y	Y				Y	Y	Neutral		9/22/2015
W	Y	Y			Y		Y	Neutral	The dog I liked was going to be moved to another agency	9/22/2015
W	Y	Y			Y		Y	Positive	Beth is the greatest! I love her!	9/22/2015
W	Y	Y			Y		Y	Positive	I like West better than east	9/22/2015
W	Y	Y			Y		Y	Negative	Need more people to do the meet & greet. We waited an hour	9/22/2015
W	Y	Y			Y		Y	Positive	Prescilla was a wonderful help and a great asset to this organization. We ended up with 2!	9/22/2015
W	Y	Y			Y		Y	Positive	Meghan was a wonderful help and a great assest to this organization. We adopted 2 dogs.	9/22/2015
W	Y	Y				Y	Y	Positive	Jazz was so nice, patient, & understanding! She was awesome. Thank you! (picture of a butterfly with large eyes)	9/22/2015
W	Y	Y			Y		Y	Neutral		9/22/2015
W	Y	Y			Y		Y	Positive	Very welcome environment.	9/22/2015

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W	Y	Y			Y		Y	Neutral	I want to take every dog home.	9/22/2015
W	Y	Y			Y		Y	Positive	I can't believe all the work you do for the dogs! Your employees are professional	9/22/2015
W	Y	Y			Y		Y	Positive	Beth is awesome. Very helpful! E=I list Angels Love her!	9/22/2015
W	Y	Y			Y		Y	Positive	Excited to bring our new family member home	9/22/2015
W	Y	Y			Y		Y	Positive	Pleasant visit	9/22/2015
W	Y	Y			Y		Y	Positive	Love my dog already	9/22/2015
W	Y	Y			Y		Y	Positive	Patient & understanding. The staff was able to answer all my questions.	9/22/2015
W	Y	Y			Y		Y	Neutral		9/22/2015
W	Y	Y			Y		Y	Positive	Excellent job	9/22/2015
W	Y	Y			Y		Y	Positive	Thanks for a great staff & great service	9/22/2015
W	Y	Y			Y		Y	Positive	love the work the employees do. Keep up the great work!!	9/22/2015
E	N	Y			Y		Y	Positive	Great Staff! Cats are awesome! ☼ (but need to check eyes - many a bit "leaky")	9/23/2015
E								Positive	Just wanted to commend & thank Maggie for going above & beyond on Sat 9/5 so that a couple could adopt an elderly cat. They were unable to come back the next few days and she was willing to process their paperwork > 20 min after closing time! Thanks, Maggie! you made a huge difference in this cat's life!! And the adopters knew that you made an exception for them.	9/23/2015
E	N	N		Y			Y	Negative	You guys suck	9/23/2015
E	N	Y	Y				Y	Neutral		9/23/2015
E	Y	Y		Y			Y	Positive	Excellent Service	9/23/2015
E	Y	Y		Y			Y	Positive	Lisa was extremely helpful! She was so enthusiastic	9/23/2015
E	Y	Y		Y			Y	Neutral	Bigger kennels. More of an open space for water	9/23/2015
E	Y	Y		Y			Y	Positive	Quick & easy to adopt Thanks	9/23/2015
E	N	Y			Y		Y	Neutral	Lisa Natham	9/23/2015
E	Y	Y			Y		Y	Positive	Lisa was very helpful and answered all our questions & then some.	9/23/2015
E	Y	Y			Y		Y	Positive	Great	9/23/2015
E	Y	Y				Y	Y	Positive	Great!!	9/23/2015
E	Y	Y				Y	Y	Positive	She was very kind and helpful lihosit	9/23/2015
E	Y	Y				Y	Y	Positive	You have a great service guys	9/23/2015
E	Y	Y				Y	Y	Neutral		9/23/2015
E	N	N			Y		Y	Negative	You only have 3 workers. At cage say when dogs are already taken by adoption. Have a drop box to renew; better phone service. How many dogs/cats in Maricopa County? Lower our cost.	9/23/2015
E	Y	Y			Y		Y	Positive	A great experience. Everyone is doing well with the situation. Evie, Pat, and the receiving crew were very professional.	9/23/2015
E	Y	Y				Y	Y	Positive	Thank You!	9/23/2015
E	Y	Y			Y		Y	Positive	Courteous staff Successful Adoption	9/23/2015

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W	Y	Y				Y	Y	Positive	Martha is amayzing	9/29/2015
W	Y	Y			Y		Y	Positive	Very friendly and helpful.;) Dogs seemed happy and well cared for.	9/29/2015
W	Y	Y			Y		Y	Positive	Very helpful looking at mutipal dogs.	9/29/2015
W	Y	Y				Y	Y	Positive	Beth was amazing and very helpful.~)	9/29/2015
W	Y	Y		Y			Y	Positive	Jim & Derrick were very helpful & very nice.	9/29/2015
W	Y	Y				Y	Y	Positive	Very helpful staff - Than You All!!	9/29/2015
W	Y	Y			Y		Y	Neutral		9/29/2015
E	Y	Y			Y		Y	Positive	Thanks for taking care of my dog Thanks for helping me with my financial situation.	9/29/2015
E	Y	Y			Y		Y	Positive	Very Helpful	9/29/2015
E	Y	Y		Y			Y	Positive	Your staff was very helpful.	9/29/2015
E	Y	Y			Y		Y	Positive	Awesome, found a great dog!	9/29/2015
E	Y	Y				Y	Y	Positive	Pat - she was super helpful & caring! ♥ Awesome staff & service! Wish I could take them all!	9/29/2015
E	N	Y		Y			Y	Positive	Jenny was great helping us with the dog (our new dog) ☺	9/29/2015
E	Y	Y			Y		Y	Neutral		9/29/2015
E	Y	Y			Y		Y	Positive	Excellence at its best. Would like to know if there are volunteer opportunities - Thanks,	9/29/2015
E	Y	Y			Y		Y	Positive	Great Job	9/29/2015
E	N	Y			Y		Y	Neutral		9/29/2015
E	Y	Y				Y	Y	Positive	It was a great experience. Every one was great. Found my new dog.	9/29/2015
E	Y	Y				Y	Y	Neutral	Clinic was great. Office was understaffed! 30 people waiting. 1 person helping them no one near animals	9/29/2015
E	Y	Y				Y	Y	Neutral		9/29/2015
E	Y	Y				Y	Y	Positive	Chelsea, Liz, Cynthia, & Tom were all very helpful	9/29/2015
E	Y	Y			Y		Y	Neutral	Nice!	9/29/2015
E	Y	Y				Y	Y	Positive	Very good service and informative -	9/29/2015
E	Y	Y				Y	Y	Positive	Nice Service. Helpful staff.	9/29/2015
E	N	Y	Y				N	Negative	This pound is disgusting.	9/29/2015
E	N	Y			Y		Y	Positive	Friendly staff easy process	9/29/2015